



Job Opportunity

State Controller's Office

Position: Associate Information Systems Analyst (Specialist) **Statewide**

Location: Information Systems Division
300 Capitol Mall, Suite 701, Sacramento, CA 95814

Issue Date: April 3, 2007

Final Filing Date: Until Filled

Contact/Telephone:
Eva Adame, 916-323-6695

Who May Apply: Individuals who are currently in this classification, eligible for lateral transfer or promotion, or reachable on a certification list. SROA and surplus employee's encouraged to apply.

California Relay Service: 1-800-735-2929

Position Number(s): 051-340-1470-XXX
Reference #07-124

Please call (916)323-3055 to request reasonable accommodations

Scope of the Position:

Under general supervision of a Data Processing Manager (DPM) II, the incumbent provides primary technical PC desk/laptop support which includes a wide variety of hardware platforms, software applications, and peripherals on networked or stand alone systems for the Information Systems Division (ISD) and the State Controller's Office (SCO) Executive Office. The incumbent must be able to analyze data and situations, identify and solve problems, reason logically, develop, document, and implement effective solutions, communicate effectively, and establish and maintain constructive, professional relationships with peers, customers, management and vendors. All duties are performed within the framework of the SCO's mission and values. Occasional travel to SCO remote sites may be necessary.

Duties and Responsibilities:

Candidates must perform the following essential functions with or without reasonable accommodations

- Provide technical support for Windows 2000 and XP Professional, desktop and laptop computers, which includes a wide variety of PC hardware platforms, software applications and peripherals.
- Provide limited LAN workgroup administration tasks specific to desktop access rights to network resources, viruses, and printing.
- Work independently, with other technical staff, and with customers, to diagnose and resolve problems quickly and efficiently. Coordinate repairs. Procure, install, or remove and configure PCs and software applications. Maintain the inventory database.
- Provide written instruction to customers in the proper use of equipment and software. Provide PC support to Executive Office staff.
- Provide technical support for software and other components associated with modem dial-up capability and terminal emulation.
- Assist as a resource on all aspects of the software in terms of use, features, limitations, compatibility, and interoperability. Be the contact to the software manufacturer(s), Internet Service Provider, for



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new purchases, licensing, maintenance, and advanced technical assistance.

- Troubleshoot and resolve problems with the software. Research, test and recommend new software or technology. Maintain documentation.
- Understand the capabilities and limitations of the current SCO technical environment. Maintain a current-level knowledge and awareness of microcomputer and LAN equipment, software and trends impacting the operation of automated office systems.
- Research and test new products and services. Prepare management reports on findings and recommendations. Participate in feasibility studies and cost\benefit analysis of new information technology products and services.

Applications will be screened and only the most qualified will be interviewed

How to Apply:

All hires will be subject to a background check.

For permanent positions, SROA and Surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.

Please submit a STD. 678 State Application and Résumé to:

State Controller's Office

Information Systems Division
300 Capitol Mall, Suite 701
Sacramento, CA 95814

Attn: Eva Adame - Reference #07-124 (Candidate must indicate this reference # on their résumé and in the box marked "Examination or Job Title for which you are applying" on the front page of the Employment Application, STD. 678.)